

CHARTER

TRICARE MANAGEMENT ACTIVITY MILITARY HEALTH SYSTEM SURVEY WORK GROUP FY 2006 CHARTER

STATEMENT OF PURPOSE:

The TRICARE Management Activity (TMA) Military Health System (MHS) Survey Work Group (SWG) serves as the central forum for facilitating the efficient, effective and quality development, improvement, and implementation of the MHS Survey Program. This group will primarily focus on TMA centrally managed customer satisfaction survey efforts pursuant to Public Law No 102-484 (1993 National Defense Authorization Act, Section 724, 106 Stat 2315, 2440 (1992)).

SCOPE AND RESPONSIBILITIES: The SWG is established to facilitate multilateral communication and collaboration between the survey scientists within TMA and their counterparts in the Offices of the Surgeons General (SGs). The Work Group is chaired by the Director, Health Program Analysis and Evaluation or designee, and will include representation from each of the Services and the Uniformed Services University of the Health Sciences (USUHS). The members' responsibilities include but are not limited to the following.

GOALS:

1. Disseminate legislative and/or policy directives requiring specific actions with respect to survey operations or having an effect on TMA or Service medical survey programs.
2. Ensure an effective, efficient overall MHS Survey Program strategy across HA/TMA and the Services Surgeons General that properly identifies the information needs of the primary customers and provides timely, actionable information and analyses and/or special studies.
3. Provide survey policy that compliments and facilitates the overall goals of the MHS Survey Program and is consistent with the DoD Directives and Instructions on survey policy, privacy, data collection, etc.
4. Provide a forum for improving the efficiency or effectiveness of respective survey operations, to include minimizing the burden on MHS beneficiaries where possible and consideration of common "do not survey" protocols.
5. Expand the scientific methodology of survey operations and analyses.

OBJECTIVES:

1. Serve as their Service's focal point for MHS surveys fielded by the TMA, address technical and program management problems, educate constituency about the MHS survey program, directives and policies; and address problems, requests and requirements for solution/resolution. In this capacity, the Work Group serves as the clearinghouse for major health-related surveys affecting MHS beneficiaries, or their military or civilian health care providers, and is designed to:

- a. Keep senior HA/TMA and Service SG leadership apprised of key decisions, changes, and policies in the MHS survey program.
 - b. Keep abreast of programs and issues effecting the MHS Survey program (e.g., metrics, special Service initiatives, uses of survey data, etc.)
 - c. Recommend, as needed, standard actions regarding the MHS Survey program to the HA/TMA senior leadership.
 - d. Provide technical expertise in support of the survey process by recommending strategies and actions best able to satisfy requirements of the Services and TMA.
2. Identify prevailing survey guidance and related requirements, and collaborate, where appropriate, on responsive action. Guidance and requirements may include, but will not be limited to, ensuring personal health information and identifying individual characteristics are protected and processes are designed to meet appropriate data use agreement, privacy office, Office of Management and Budget (OMB), and Health Insurance Portability and Accountability Act (HIPAA) provisions.
 3. Review, stay current on, and share guidance and scientific currency on survey techniques and analytic methods such as questionnaire development, sampling strategies, analysis and reporting, benchmarking.
 4. Share and collaborate on special studies, reports and data collections as appropriate.
 5. Coordinate on, and extend, as appropriate, MHS / TMA survey program policy and guidance.
 6. Collaborate as appropriate in special efforts such as selecting sites for pilot studies and special surveys.
 7. Participate in test/evaluation of new technologies or approaches to survey development and or implementation (e.g., use of hand held devices for point of service surveys, web-based technologies, etc.).

MEMBERSHIP: The MHS SWG consists of:

Chairperson (Director, HPA&E, or designee)

One representative from each Service Surgeons General staff (Army, Navy, Air Force)

One representative from the Uniformed Services University of the Health Sciences.

The above representatives will be supported by individual TMA and Service SG survey program managers, as appropriate, in representing the survey science or business processes. In addition, representatives from appropriate HA/TMA offices may be invited to participate or consult as requested by the Service representatives or deemed necessary by the Work Group chairperson (e.g., facilities planning, Defense Manpower Data Center (DMDC), Defense Enrollment Eligibility Reporting System (DEERS), Executive Information/Decision Support (EI/DS), Deployment Health, etc.). The current membership is included in the table at Attachment A.

MEETINGS: MHS Survey Workgroup meetings will be held on a quarterly basis or as called at the direction of the Chairperson. The Chairperson will provide members an agenda in advance of each meeting, and, unless explicitly warranted, will keep the quarterly meeting to less than two hours.

DECISION PROCESS: When needed, formal SG- level coordination will be obtained with the guidance and/or assistance of the workgroup members. As required, Service SG input will be requested and considered in key decision making processes relative to the survey program. However, TMA retains the authority to make final decisions as appropriate.

DURATION OF WORKGROUP: The MHS Survey Workgroup's scope, purpose, and effectiveness will be reviewed and revalidated annually. The Director, Health Program Analysis and Evaluation, retains the authority to dissolve the workgroup.

APPROVED BY:



JAN - 6 2005

Date